



Health Assessment

Our Health Assessment offering is uniquely designed to help you ensure your Freshworks application is optimally configured, taking into consideration any new or additional business requirements and configuration changes since your account was originally deployed.

We help you take a proactive approach to identify potential areas for improvement, and ensure alignment with best practices. We are here to help you confidently stay on track to reach your vision & maximize the value of your investment with us.

Upon completion of the assessment, our team will provide a comprehensive report explaining the findings, including issues discovered, remediation steps, and a prioritized list of recommendations to improve efficiency.

What's included?

- Discovery sessions to capture pain points & your desired business outcomes
- In-depth assessment of your current Freshworks environment by our technical expert
- Review of historical tickets raised with the Freshworks support team, involving status checks on any open tickets, bugs, and feature requests.
- Analyze trends and patterns on tickets raised by your end users and identify UX issues, workflow gaps, and opportunities to streamline
- Benchmark analysis of how your product usage compares to similar organizations in your industry
- Recommendations and best practice suggestions aligned with your business needs to prepare you to meet your goals.

Deliverables	Package details
<p>A detailed assessment by our technical expert shared in PDF Format</p> <p>Structured presentation by our expert to help your team interpret the findings</p> <p>Up to 2 in-depth Q&A sessions to answer any additional questions</p>	<p>No.of Weeks: Three</p> <p>Type of engagement: Remote</p> <p>Audience: Existing Freshworks customers</p> <p>Products supported: Freshdesk, Freshsales, and Freshservice</p>

Key benefits of Health Assessment:

Understand the health of your account with our easy-to-interpret aggregate & segmented health assessment score

In-depth analysis of your current environment

Learn industry-specific best practices

Identify top focus areas to improve the current setup

Accelerate short & long-term returns with our holistic approach

Common use cases for Health Assessment:

- 1 The configuration hasn't been maintained and isn't currently reaching business objectives
- 2 Desire to understand the current health of your organization's Freshworks instance(s) and determine if changes are needed
- 3 Need to establish a baseline to identify areas for improvement
- 4 Knowing how other customers in the industry leverage the tool
- 5 Understand if the best practices are being followed
- 6 Change in personnel within your organization

For information related to pricing, please contact your Account Manager.